



Australian Government

BSBWHS407A Assist with claims management, rehabilitation and return-to-work programs

Release 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>BSB07 Business Training Package version 7.0</i> .

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assist with the management of workers' compensation claims, rehabilitation and return-to-work programs.

Application of the Unit

This unit applies to individuals who assist with claims management, rehabilitation and return-to-work programs.

Note that the unit does not in any way address the process of treating the worker for their injury or illness as this is the task of health and rehabilitation professionals. Instead the unit focuses on assisting with managing claims and ensuring that the organisation supports the worker through return-to-work programs.

NOTE: The terms Occupational Health and Safety (OHS) and Work Health and Safety (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

<p>1. Assist with managing claims</p>	<p>1.1 Process workers' compensation claims according to organisational policies and procedures, and all relevant legal and workers' compensation insurance requirements</p> <p>1.2 Notify <i>rehabilitation provider</i> according to organisational policies and procedures, and all relevant legal and workers' compensation insurance requirements</p> <p>1.3 Advise claimants as to whether their claim has been accepted</p> <p>1.4 Assist with the analysis of claims to identify the nature of the illness/injury and prepare reports according to organisational policies, and relevant legal and insurance requirements</p> <p>1.5 Estimate projected period of absence from work and where rehabilitation assistance is required, help ensure arrangements are made in the work team to deal with absence</p>
<p>2. Assist with planning for and implementing a successful rehabilitation or return-to-work program</p>	<p>2.1 Facilitate consultation between rehabilitation provider and treating doctor, and other health professionals as required</p> <p>2.2 Facilitate consultation between rehabilitation provider, <i>relevant managers</i> and injured worker</p> <p>2.3 Document existing skills, experience and capabilities of injured worker to assist with return-to-work planning</p> <p>2.4 Assist with job redesign, reduced hours and <i>alternative duties</i> according to advice from health and rehabilitation professionals</p> <p>2.5 Assist with design of a rehabilitation or return-to-work program to achieve a successful return to work</p> <p>2.6 Consult with relevant managers about the return-to-work program</p> <p>2.7 Determine retraining that may be required when it is not possible for the worker to return to pre-injury duties</p> <p>2.8 Assist with establishing a rehabilitation or return-to-work program in consultation with injured worker</p> <p>2.9 Commence program as soon as possible</p>
<p>3. Assist with monitoring and evaluating a rehabilitation or return-to-work program</p>	<p>3.1 Facilitate regular feedback and communication between provider, supervising manager and injured worker</p> <p>3.2 Facilitate regular contact and support between provider and injured worker</p> <p>3.3 Assist with identifying breaches of the return-to-work program, notifying breaches and taking prompt remedial action according to organisational policies, procedures, and relevant legal and insurance requirements</p>

	<p>3.4 Assist with modifying return-to-work programs where appropriate</p> <p>3.5 Assist with <i>evaluating</i> each rehabilitation or return-to-work program and implementing recommendations for system improvement where appropriate</p>
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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills and discretion to discuss compensation, treatment, rehabilitation and return-to-work matters sensitively with a range of people
- consultation and negotiation skills to address issues around compensation, treatment, rehabilitation and return-to-work matters sensitively with a range of people
- organisational and administrative skills to see that all claims are properly managed and that claimant is clear about what is happening and what to expect
- planning skills to customise rehabilitation or return-to-work programs to suit injured workers.

Required knowledge

- external parties involved in return to work
- processes and procedures for accessing relevant workers' compensation legislation, principles and procedures
- processes and procedures for preparing a workplace for return to work
- importance of return to work to the injured worker, fellow workers and the employer
- organisation's responsibilities for rehabilitation or return-to-work programs
- rehabilitation concepts and return-to-work procedures
- return-to-work planning and return-to-work arrangements
- rights and obligations of all parties under the relevant workers' compensation scheme and relevant legislation
- sources of assistance to help with rehabilitation and return-to-work programs
- variety of methods, techniques and tools to support the injured worker.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: <ul style="list-style-type: none">• understanding of the organisation's rehabilitation and return-to-work programs• sound communication skills• knowledge of relevant legislation.
Context of and specific resources for assessment	Assessment must ensure access to: <ul style="list-style-type: none">• appropriate documentation and resources normally used in the workplace.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none">• analysis of responses to case studies and scenarios• assessment of written reports• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate• observation of performance in role plays• oral or written questioning to assess knowledge of workers' compensation tribunal procedures• review of assessment undertaken of a proposed return-to-work program• evaluation of contact and support organised between provider and injured worker.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>Rehabilitation provider</i> may include:</p>	<ul style="list-style-type: none"> • allied health professional, such as occupational therapist and physiotherapist • job placement or training consultant • medical practitioner • mental health professional • rehabilitation case manager • return-to-work manager.
<p><i>Relevant managers</i> may include:</p>	<ul style="list-style-type: none"> • business owners • line managers • persons conducting businesses or undertakings (PCBUs) or their officers • project managers • senior managers • supervisors • team leaders.
<p><i>Alternative duties</i> may include:</p>	<ul style="list-style-type: none"> • alternative position • limited range of duties drawn from the injured worker's regular job • normal duties supported by providing workplace aids, equipment and other measures • combination of the above.
<p><i>Evaluation</i> may include:</p>	<ul style="list-style-type: none"> • determining the extent to which the program meets its objective in relation to: <ul style="list-style-type: none"> • attainment and durability of the worker's return to work • timeframes • success rates • costs • requirements of the injured worker, fellow workers, supervisors and managers • specified organisational objectives, targets and policies • legislative duties and requirements.

Unit Sector(s)

Regulation, Licensing and Risk – Work Health and Safety